

## Table of Contents

	PAGE
Overview	
Table of Contents .....	1
Executive Summary.....	2
I. Some NSF Achievements.....	4
II. Summary of Performance Results.....	18

## Supporting Information for Fiscal Year 2002 GPRA Reporting

Performance Reporting Requirements .....	33
III. NSF Strategic Outcome Goals .....	35
A. People.....	39
Indicators and Areas of Emphasis.....	40
B. Ideas .....	47
Indicators and Areas of Emphasis.....	48
C. Tools.....	54
Indicators and Areas of Emphasis.....	56
IV. Management Goals.....	61
A. Merit Review .....	62
B. Customer Service .....	66
C. Broadening Participation .....	69
D. Awards .....	71
E. Award Oversight and Management.....	74
F. Facilities .....	75
G. Business Practices .....	81
H. Human Resources and Workplace .....	83
V. Assessment and Evaluation Process.....	88
VI. Verification and Validation (V&V) .....	92
VII. Transition from FY 2001 to FY 2002 .....	95
VIII. Transition from FY 2002 to FY 2003 .....	99
IX. Other Features .....	105
X. Management Challenges.....	107

## Appendices

Appendix I. Table of External Evaluations .....	119
Appendix II. Schedule of Program Evaluations.....	138
Appendix III. IBM Business Consulting Services Executive Summary.....	146